



TEL: 01837 849021

HOUSE PARTY  
SOLUTIONS

[www.housepartysolutions.co.uk](http://www.housepartysolutions.co.uk)

## CLIENT - TERMS OF BUSINESS

In these conditions 'The Company' is House Party Solutions and the term 'The Client' is the person who has made arrangements with the Company as the principle contact or party leader as named on our enquiry form.

### Your contract with us:

#### 1. How to make an enquiry.

- Before we can accept your order, your party leader must read and agree to these conditions and the privacy policy displayed on our website or sent by post as part of the client information pack.
- A non refundable search fee of £100 sterling should be made by credit/debit card via our secure online payment facility or by cheque before our services can be accessed.
- The brief online enquiry form should then be completed and emailed to House Party Solutions.
- The company will contact you within 24 hours (Monday-Friday) to complete a detailed order form to ensure you receive details of properties which match your criteria.

#### 2. Our commitment to you.

- House Party Solutions will act on your behalf to search our database of properties to provide you with a selection of properties which meet the requirements laid out by you on your order form and confirm availability. Where properties on our database are either unavailable or unsuitable, House Party Solutions will endeavour to search other sources to provide you with suitable properties.
- Details of suitable properties from our database will be presented to you as portfolios in PDF format, these can be sent by PDF attachment via email or printed and sent by post. Details of properties not listed on our database will be provided either through reference to the property owner's website or brochure.
- Where a property has not been subject to our rigorous inspection procedure, The Company recommends that you view the property personally. Where this is not practical, for an agreed fee, The Company will be pleased to inspect the property on your behalf.
- Once you have chosen a property of interest, the company will put the property on hold for 24 hours whilst you confirm interest with the other members of your party.
- When you are ready to proceed with a booking, House Party Solutions will put you in direct contact with the property owner/manager to confirm your booking and make payment according to their own terms and conditions. From this point onwards, the contract will be between the Property Owner/Manager and yourself.

#### 3. Property standards

House Party Solutions endeavours to provide details on properties from our database which have been accredited through our rigorous inspection procedure. Where properties are selected through another source, we aim to provide property details of a very high standard (unless otherwise instructed), having assessed their suitability objectively through the information available to the company. Due to the very nature of our business it is impossible to inspect each individual property. We would recommend that you or a member of your party inspects the property personally before a booking is made to ensure that it fully meets your expectations. In instances where this is not possible, House Party Solutions will be pleased to independently inspect the property(s) for you at an agreed fee.

**4. If you wish to complain.** If you have a problem during your holiday, please inform the property management (from whom you collected the keys) or the property owner immediately, and they will endeavour to correct the matter. If the problem cannot be completely resolved locally and within a reasonable time, please contact House Party Solutions during your holiday and follow this up in writing within 14 days of your return home giving your original booking reference and all relevant information. It is therefore a condition of this contract that you communicate any problem to the accommodation provider or property management, whilst you are in residence.

**5. Insurance requirements.** Although optional, House Party Solutions recommends that Travel Insurance is taken out prior to your holiday with an insurance company of your own choice. The company will not accept any responsibility of any eventualities that may occur during your stay at your chosen property. (Please make certain that your insurance cover includes loss of initial payments).

**6. Extent of Liability.** The Company shall have no liability to The Client for any loss (including loss of profit or other economic loss, direct or indirect or consequential loss) or damage of any nature arising from any breach of this agreement or any negligence, breach of statutory or other duty on The Company's part or in any other way out of or in connection with the performance of this agreement, except for death or personal injury resulting from the Company's negligence or fraudulent misrepresentation.

This agreement is governed by English law with English Courts having exclusive jurisdiction. All payments to be made in £ Sterling unless otherwise agreed.